

**Passport to Service**

**2002 Model Year**

**Passport to Service**

**2002 Model Year**



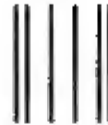
### Principal Driver / Maintainer

In order to learn more about the people who drive Jaguars today, we'd like the principal driver / maintainer of this vehicle to complete this questionnaire. Thank you for your help.

- [illegible]

PLEASE DETACH AT PERFORATION AND MAIL THIS CARD.

By completing and mailing this card you will enable Jaguar to learn more about those who are driving Jaguar automobiles.



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 903 FARMINGTON, MI

POSTAGE WILL BE PAID BY ADDRESSEE

**JAGUAR CARS**

PO BOX 2000

FARMINGTON HILLS MI 48333-9947



## Using the Passport to Service

Vehicle Registration; Owner Information	2
Mail-in cards included in this handbook	2
Scheduled Vehicle Maintenance	2

## Foreword

Your Passport to Service	3
Jaguar Roadside Assistance Plan	3
Communication with Jaguar Cars	3
Tire warranty	3

## Warranties

Summary of Warranties	4
-----------------------	---

### Vehicle Warranties

New Vehicle Limited Warranty	5 - 8
Corrosion Protection Limited Warranty	9

### Federal Emission System Warranties

Emissions Defect Warranty	10
Emission System Warranties Coverage - Parts List	11
Emissions Performance Warranty	12

### California Emission System Warranties

Your Warranty Rights and Obligations	13
Manufacturer's Warranty Coverage	14
Owner's Warranty Responsibilities	15
California Maintenance Schedules	15

## Guidelines Applicable to Warranties

Overseas (U.K.) Delivery Vehicles	16
Warranty Period	16
Owner's Responsibilities	16
Who May Perform Warranty Work	17
Replacement Emission Parts	18
Conditions for Acceptance of Emission Warranty Liability	18
Warranty Coverage for Altered or Converted Vehicles	18

## Obtaining Warranty Repairs

How to Obtain Warranty Repairs	19 - 21
--------------------------------	---------

## Customer Assistance

Customer Relationship Center	22 - 23
Reporting Safety Defects	23

## Jaguar Roadside Assistance Plan 24 - 25

## Vehicle Maintenance Schedule 26 - 27

## Maintenance Service Record 28 - 29

## Car Clubs

Jaguar Clubs of North America	30
-------------------------------	----

## 2 Using the Passport to Service

### Vehicle Registration; Owner Information

At the time of original delivery, your Jaguar dealer will have placed your vehicle, your name and complete address in the Jaguar Cars vehicle registration file. A copy of this information appears at the front of this handbook. If any errors exist, please bring them to the immediate attention of your Jaguar dealer. Once registered, you are entitled to the benefits of the various applicable warranties as described herein.

### Mail-in cards included in this handbook

Three postage-paid mail-in cards are included in this handbook:

- Principal Driver / Maintainer card
- Vehicle Registration / Owner Information Change card
- Jaguar Clubs of North America Information Request card

If the Vehicle Registration / Owner Information Change card has already been used, notify Jaguar Cars by postcard. Copy the complete Vehicle Identification Number (VIN) and supply the previous and new owner's name and address. Mail the card to:

Jaguar Cars  
555 MacArthur Boulevard  
Mahwah, New Jersey 07430-2327  
Attention: Registration Department

### Scheduled Vehicle Maintenance

The Maintenance Schedule, found on pages 26 – 27, lists all the required maintenance procedures and their intervals. Because of the need for specialized equipment and skills, it is strongly recommended that all service work be entrusted to a Jaguar dealer.

Maintenance must be carried out at the specified intervals. Jaguar vehicles should have their first scheduled maintenance at 10,000 miles (16,000 kilometers) or 12 months from the date of delivery, whichever occurs first. Subsequent maintenance must be carried out at intervals not to exceed 12 months or 10,000 miles, whichever occurs first. After each maintenance service, confirm that the Maintenance Service Record has been completed (pages 28 – 29).

Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar Cars recommends that the maintenance procedures scheduled at 10,000-mile intervals be performed at intervals not to exceed 6 months.

The Maintenance Schedule may be revised from time to time. Jaguar dealers will be notified of revisions by Service Policy Letters or Technical Bulletins.

2002 Model Year Jaguar vehicles registered in the U.S.A. and Puerto Rico include the first four scheduled maintenance services (10,000, 20,000, 30,000 and 40,000 miles). If the maintenance service is performed by an authorized Jaguar dealer, there is no charge to the customer.

Y

T  
u  
o  
y  
b

J

B  
si  
Ja  
a  
if  
Ja

-

.

.

.

F  
p

### Your Passport to Service

This handbook contains information and records essential for the understanding of Jaguar warranties and for the implementation of any necessary warranty rectification. It is recommended that you read the contents with care to familiarize yourself with the benefits available under the various warranties.

### Jaguar Roadside Assistance Plan

Because we are committed to providing high levels of customer satisfaction and offering you the highest standard of customer care, Jaguar Cars is pleased to present *Jaguar Roadside Assistance Plan*, a comprehensive customer care program designed to enhance the satisfaction and security of owning a Jaguar automobile. The *Jaguar Roadside Assistance Plan* program includes:

- A comprehensive 4-year / 50,000 mile New Vehicle Limited Warranty.
- A 24-hour Roadside Assistance Plan providing emergency assistance plus trip interruption benefits, all available through a toll-free, 24-hour customer hotline.
- Computerized Trip Routing
- A 24-hour customer telephone hotline for questions about any elements of the *Jaguar Roadside Assistance Plan*:

**1-800-4 JAGUAR (1-800-452-4827)**

For further details on the Roadside Assistance Plan, please see page 24.

### Communication with Jaguar Cars

Please direct all communication with Jaguar Cars to the following address:

Jaguar Cars  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, New Jersey 07430-2327  
1-800-4 JAGUAR (1-800-452-4827)

### Tire warranty

Tires are warranted by the individual tire manufacturer indicated by the name brand of the tire (Bridgestone, Continental or Pirelli). Refer to the tire manufacturer's warranty pamphlet supplied with your owner information package. Your Jaguar dealer can provide tire information and will assist you in most instances. In the event your Jaguar dealer is unable to supply the information and assistance you require, please contact the tire manufacturer directly at the appropriate number listed below.

- For Bridgestone tires: 1-800-356-4644
- For Continental tires: 1-800-847-3349
- For Pirelli tires: 1-877-747-3554

Additional information on the care and service of automobile tires may be obtained by writing to:

Rubber Manufacturers Association  
1400 K Street N.W.  
Washington, DC 20005



## 4 Warranties: Summary of Warranties

The Jaguar warranties detailed in this booklet are issued by Jaguar Cars, the sole authorized importer of Jaguar vehicles in the USA and Puerto Rico, and cover only vehicles originally specified and built by Jaguar Cars Ltd, United Kingdom, for the United States and Puerto Rico.

Jaguar warranties are in favor of the original purchaser and each subsequent owner during the respective warranty periods.

These warranties will be honored by any Jaguar dealership in the world. However, Jaguar Cars will not cover the costs to modify the vehicle to meet legal requirements in another country.

A summary of Jaguar warranties applicable to 2002 Model Year vehicles follows.

### Limited Warranty

Bumper to bumper	4 years / 50,000 miles
Battery	4 years / 50,000 miles
Wear parts and service adjustments	1 year / 12,500 miles
Corrosion	6 years / unlimited mileage

### Emission System Warranties

#### Federal

Emissions Defect Warranty	4 years / 50,000 miles
▪ Certain emissions parts *	8 years / 80,000 miles
Emissions Performance Warranty	2 years / 24,000 miles

#### California †

Emissions Performance Warranty	3 years / 50,000 miles
Emissions Defect Warranty	
▪ Short-term Warranty	3 years / 50,000 miles
▪ Long-term Warranty **	7 years / 70,000 miles

\* Catalytic converter, electronic emissions control module (PCM or ECM / TCM), on-board emission diagnostic devices (required 8 year / 80,000 mile coverage as per the Clean Air Act of 1990).

\*\* The specific parts covered by this warranty were selected on the basis of their estimated replacement cost at the time your vehicle was certified by the California Air Resources Board (CARB) for sale in California.

† The California Emission System Warranties apply to 2002 Model Year vehicles sold in California, Maine, Massachusetts, New York and Vermont.

### New Vehicle Limited Warranty

**Applicability:** All 2002 Model Year U.S.A. specification Jaguar vehicles registered in the U.S.A. and Puerto Rico.

#### Warranty Limitations

This New Vehicle Limited Warranty is the only express warranty applicable to your vehicle. Jaguar Cars neither assumes, nor authorizes anyone to assume for it, any other obligation or liability in connection with this warranty.

#### Limitation of Remedies

Under the warranty, it is agreed that the sole exclusive remedy against Jaguar Cars and its authorized dealers shall be for the repair or replacement of defective parts as provided herein. The sole purpose of this exclusive remedy shall be to provide for the free repair and replacement of defective parts in the manner prescribed in this warranty. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Jaguar Cars, through its authorized dealers, is willing and able to repair or replace defective parts in the prescribed manner.

#### Implied warranties; Consequential damages

Under the law, the owner may be entitled to the benefit of certain implied warranties:

- an implied warranty of merchantability (that your car is reasonably fit for the general purpose for which it was sold) or,
- an implied warranty of fitness for a particular purpose. (That your car is suitable for your special purposes).

These implied warranties are limited, to the extent allowed by law, to the time period covered by the written warranties, or to the applicable time period provided by state law, whichever period is shorter.

Jaguar Cars does not accept responsibility under any of the warranties in the Passport To Service for any consequential damage or commercial loss to the owner, or any incidental expenses, loss of time, or inconvenience.

Some states do not permit a limitation on how long an implied warranty will last, or on the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to the owner. This warranty gives owners specific legal rights, and they may also have other rights that vary from state to state.

**NOTE:** The information regarding limitations on incidental and consequential damages under the NEW VEHICLE LIMITED WARRANTY also applies to the EMISSIONS WARRANTIES.

## 6 Warranties: Vehicle Warranties

### Warranty Statement

Jaguar Cars warrants that during the warranty period, if a Jaguar vehicle is properly operated and maintained, repairs required to correct defects in factory-supplied materials or factory workmanship will be performed without charge upon presentment for service; any component covered by this warranty found to be defective in materials or workmanship will be repaired, or replaced, without charge. In addition, Jaguar Cars warrants that an authorized Jaguar dealer will provide service adjustments and will replace defective "wear parts" on your vehicle within the service adjustment warranty period.

Jaguar Cars and your dealer are not responsible for any time that you lose, for any inconvenience you might be caused, for the loss of your transportation, or for any other incidental or consequential damages you may have.

The warranty period for the vehicle begins on the date of the first retail sale, or on the date of entry into demonstrator service. The basic warranty period is for four (4) years or until the vehicle has been driven 50,000 miles, whichever occurs first. The service adjustment warranty period is for one (1) year or until the vehicle has been driven 12,500 miles, whichever occurs first.

### Warranty Coverage

The New Vehicle Limited Warranty covers any factory-supplied component of the Jaguar vehicle that is defective during the basic warranty period, with the exception of tires and items such as

- Lubricants
- Normal maintenance items
- Regularly scheduled maintenance, parts and labor
- Wear parts, except as listed below

The warranty includes any part scheduled for routine replacement during the warranty period if it is defective. If a part fails at the same time it is due for replacement it is not covered by the warranty.

#### Wear parts

Wear parts are warranted for one (1) year or until the vehicle has been driven 12,500 miles. Wear parts include the following:

- Brake pads (defect only)\*
- Windshield wiper blades

\* Brake pads are covered for defects in material and workmanship only. Normal wear is not covered by the New Vehicle Limited Warranty.

### Brake discs (rotors)

Brake discs are covered for defects in material and workmanship only. Normal wear is not covered by the New Vehicle Limited Warranty.

### Battery

The battery is warranted 100% for parts and labor for four (4) years or 50,000 miles, whichever occurs first.

### Service adjustments

Any adjustment necessary to correct a defect in materials or workmanship will be performed without charge for one (1) year or until the vehicle has been driven 12,500 miles. The term "adjustment" refers to minor repairs or adjustment not usually associated with the replacement of parts. Service adjustments include wheel and suspension alignment and wheel and tire balancing.

### What is not Covered

**Damage Caused by Accident, Alteration or Misuse of the Vehicle**  
Examples are:

- Damage caused by collision, fire, flood, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source
- Alteration or modification of the vehicle, including changes to the body, chassis, or components after the vehicle leaves the control of Jaguar Cars
- Tampering with the vehicle: tampering with the emissions systems or with other parts that affect these systems
- Disconnection or alteration of the odometer, or where the actual mileage cannot be determined due to the odometer being inoperative for an extended period of time
- Use of contaminated or improper fuel or fluids
- Application of chemicals by the customer

### Damage Caused by Use and/or the Environment

Surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure to the elements are not covered. Examples are:

- |                          |                          |
|--------------------------|--------------------------|
| • Stone chips, scratches | • Lightning, hail damage |
| • Dings or dents         | • Windstorm damage       |
| • Road salt, tree sap    | • Earthquake damage      |
| • Bird droppings         | • Water or flood damage  |

## 8 Warranties: Vehicle Warranties

### What is not Covered

#### Damage Caused by Improper Maintenance

Damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong fuel, oil, lubricants or fluids is not covered. See the Drivers Handbook (S-TYPE and X-TYPE models) or Vehicle Care Guide (XJB and XK8 models) for correct fluid levels, and the Maintenance Schedule in this handbook for proper ways to maintain your vehicle.

Examples are:

- Oil changes
- Tire rotation
- Engine tune-up
- Wiper blades
- Cleaning and polishing
- Oils, lubricants and other fluids
- Oil, air filters
- Brake linings / pads

#### Other Items and Conditions not Covered by This Warranty

- Parts and accessories on your vehicle that are not Jaguar-approved and are installed by dealer's body shops or manufacturing companies other than Jaguar
- Vehicles reported as follows: dismantled, fire, flood, junk, rebuilt, reconstructed, salvaged or totaled
- Service adjustments, alignments and wear parts after one (1) year or 12,500 miles, whichever occurs first

### Extra Warranty Adjustment

Sometimes Jaguar Cars may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the warranty. Check with your dealer or call 1-800-4 JAGUAR (1-800-452-4827) to determine whether any adjustment program is applicable to your vehicle. Please have available the following information:

- The model and the model year (year of manufacture) of your Jaguar
- The Vehicle Identification Number (VIN) - located on a plate at the bottom left corner of the windshield, also shown on your vehicle's registration and insurance cards

*Jaguar Cars Ltd. and Jaguar Cars reserve the right to make modifications in vehicles manufactured and/or sold by them at any time without incurring any obligation to make the same or similar modifications in vehicles previously manufactured and/or sold by them*

C  
A  
V  
V  
J  
u  
n  
e  
P  
it  
V  
T  
P  
it  
A  
it  
ra  
α

**Corrosion Protection Limited Warranty**

**Applicability:** All 2002 Model Year U.S.A. specification Jaguar vehicles registered in the U.S.A. and Puerto Rico.

**Warranty Statement**

Jaguar Cars warrants that if any rust perforation occurs on the body of a Jaguar vehicle within six (6) years, unlimited mileage, from the date of first retail sale or the date of entry into demonstrator service, the panels affected by rust perforation will be repaired, or replaced, at no charge to the owner.

**Warranty coverage**

This warranty applies only to rust perforation of painted body panels or the body shell. Rust perforation means the rusting-through of the vehicle body from the inside to the outside.

Any part or component bolted or attached to the body, such as the suspension or exhaust systems, is not covered by the warranty because it is not part of the "body". These components are covered by the New Vehicle Limited Warranty.

**Sheet metal damage repairs**

Any automotive body shop that is repairing sheet metal damage should be instructed to apply proper anti-corrosive materials to bring those repaired areas into conformity with the original protection provided by the manufacturer.

**Aftermarket rustproofing**

Jaguar vehicles are protected internally with a wax-injection process. The use of aftermarket applications that contain solvents could compromise this factory coating. Claims for future rust perforation repairs could be denied because the factory coating had been rendered ineffectual.

## 10 Warranties: Federal Emission System Warranties

### Emissions Defect Warranty

**Applicability:** All 2002 Model Year U.S.A. Federal specification Jaguar vehicles certified based on standards in the Clean Air Act for sale and registered in the U.S.A. and Puerto Rico.

#### Warranty Statement

Under the Federal Emissions Defect Warranty, Jaguar Cars must provide a general Emissions Defect Warranty for two (2) years or 24,000 miles, whichever occurs first. Jaguar Cars has voluntarily extended this warranty to four (4) years or 50,000 miles, whichever occurs first.

The warranty period for the vehicle begins on the date of the first retail sale, or on the date of entry into demonstrator service and continues for four (4) years or until the vehicle has been driven 50,000 miles, whichever occurs first.

Items that require scheduled replacement are warranted up to the replacement interval as specified in the New Vehicle Limited Warranty.

Jaguar Cars warrants that Jaguar vehicles are designed, built, and equipped so as to conform at the time of sale with the U.S. Environmental Protection Agency emission standards applicable at the time of manufacture, and are free from defects in factory-supplied materials and workmanship which could cause the vehicle to fail applicable regulations. You will not be charged for repair, replacement, or adjustments needed to correct emissions-related defects of the parts listed on page 11. Labor and diagnosis costs are included.

In addition to the parts listed on page 11, the Emissions Defect Warranty also covers the following specified major emission control components for eight (8) years or 80,000 miles, whichever occurs first.

- Catalytic converters
- Electronic emission control module (PCM or ECM TCM)
- On-board emission diagnostic devices

## Warranties: Federal Emission System Warranties 11

### Emission System Warranties Coverage

The following is a list of the parts that are covered under the Federal Emissions Defect and Emissions Performance Warranties.

Emission System warranties parts list:

- Air/fuel feedback control system and sensors
- Catalytic converter(s)
- Electronic engine control sensors and switches
- Electronic ignition system
- Emissions related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, fuel lines, and wiring harnesses
- Engine control module
- Exhaust gas recirculation (EGR) valve and associated parts
- Exhaust manifold(s)
- Fuel injection system
- Fuel tank, fuel filter cap and neck restrictor
- Fuel vapor storage canister, liquid separator and associated controls
- Intake manifold(s)
- Malfunction indicator light (MIL) system
- PCV system
- Powertrain control module
- Spark control components
- Spark plugs
- Supercharger assembly
- Throttle body assembly
- Transmission control module
- Variable valve timing



## 12 Warranties: Federal Emission System Warranties

---

### Emissions Performance Warranty

**Applicability:** All 2002 Model Year U.S.A. Federal specification Jaguar vehicles certified for sale and registered in the U.S.A. and Puerto Rico.

#### Warranty Statement

Jaguar Cars warrants that for a period of two (2) years or 24,000 miles, whichever occurs first, beginning on the date of the first retail sale or the date of entry into demonstrator service, that the vehicle will meet applicable Federal emission standards IF:

- you have maintained and operated your Jaguar according to the written instructions for proper maintenance and use in the Drivers Handbook (S-TYPE and X-TYPE models) or Vehicle Care Guide (XJB and XK8 models) and this Passport To Service, and
- your Jaguar fails to conform at any time during a period of two (2) years or 24,000 miles, whichever occurs first, to the applicable national emission standards as judged by an EPA-approved emission test, and
- the owner is required to take action of any kind in order to avoid imposition of a penalty or sanction (including the denial of the right to use the vehicle) under local, state, or federal laws, and
- your Jaguar has not been tampered with, misused, or abused,

**THEN** Jaguar Cars will cause the nonconformity to be rectified at no cost to the owner.

**NOTE:** If the diagnosis shows that your vehicle will pass the applicable state or local government test using test procedures and standards set by EPA, the Federal Emissions Performance Warranty does not apply.

**California Emission System Warranties apply to 2002 Model Year vehicles sold in California, Maine, Massachusetts, New York and Vermont.**

### **Your Warranty Rights and Obligations**

**If your Jaguar meets both of the following requirements:**

- It is certified for sale in California as indicated on the Vehicle Emission Control Information label.
- It is registered in California or any other state adopting California Emission Standards and warranty regulations

**you have the warranty rights and obligations set forth in this section.**

The California Air Resources Board and Jaguar Cars are pleased to explain the emission control system warranty on your 2002 Jaguar vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Jaguar Cars must warrant the emission control system in your vehicle for the periods of time listed on page 14 and on page 4 provided there has been no abuse, neglect, or improper maintenance of the vehicle.

Your emission system may include parts such as the fuel injection system, the ignition system, the catalytic converter and the engine and transmission or powertrain control modules. Also included may be hoses, belts, connectors and other emission related assemblies.

Where a warrantable condition exists, Jaguar Cars will repair your vehicle at no cost to you. Repairs include diagnosis, parts and labor.

## 14 Warranties: California Emission System Warranties

---

### Manufacturer's Warranty Coverage

The warranty period for the vehicle begins on the date of first retail sale, or on the date of entry into demonstrator or company service.

#### For three (3) years or 50,000 miles (whichever occurs first)

- If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Jaguar Cars to ensure that your car passes the inspection. This is your **Emissions Performance Warranty**.
- If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Jaguar Cars. This is your **Short-term Emissions Defect Warranty**.

An emission-related warranted part is any part on the vehicle, or any part installed during a warranty repair, which affects any regulated emission from a motor vehicle that is subject to California Emission standards.

#### For seven (7) years or 70,000 miles (whichever occurs first)

- If a part listed on the seven (7) years or 70,000 miles parts list fails, the part will be repaired or replaced by Jaguar Cars. This is your **Long-term Emissions Defect Warranty**.

#### Seven (7) years or 70,000 miles parts list:

Component	Jaguar Vehicle Model(s)
Catalytic converter(s)	All models
Engine control module	XJ8, XK8 and X-TYPE models
Exhaust manifold(s)	All models
Mass air flow sensor	All models
Oxygen sensor(s)	All models
Powertrain control module	S-TYPE models
Supercharger	XJR, XKR, VDP Supercharged
Throttle body	All models
Transmission control module	XJ8, XK8 and X-TYPE models
Variable valve timing	Non-supercharged models

### Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the required maintenance listed in the Drivers Handbook (S-TYPE and X-TYPE models) or Vehicle Care Guide (XJ8 and XK8 models) and in this Passport to Service. Jaguar Cars recommends that you retain all receipts covering maintenance of your vehicle, but Jaguar Cars cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Jaguar dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed (30) days.

As the vehicle owner, you should also be aware that Jaguar Cars may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities or if you want to report what you believe to be violations of the terms of this warranty you may contact Jaguar Cars Customer Relationship Center at 1-800-4 JAGUAR (1-800-452-4827) or the California Air Resources Board at

State of California Air Resources Board  
Mobile Source Division  
9480 Telstar Avenue, Suite 4  
El Monte, CA 91731  
1-626-575-6800

### California Maintenance Schedules

There are maintenance schedules and parts replacement intervals for California specification vehicles that are considered the minimum requirement. Any part scheduled for replacement at a scheduled maintenance interval is covered only up to that scheduled maintenance interval. The service and replacement intervals for these items are indicated in the maintenance schedules in the Drivers Handbook (S-TYPE and X-TYPE models) or Vehicle Care Guide (XJ8 and XK8 models) and Passport to Service maintenance section. Refer to pages 26 – 27 of this booklet.

## 16 Warranties: Guidelines Applicable to Warranties

### Overseas (U.K.) Delivery Vehicles Warranty Period

Overseas delivery vehicles obtained through the Jaguar Personal Export Program that have been built to U.S.A. specifications are entitled to all applicable Jaguar warranties as detailed in this handbook. Warranty coverage begins on the retail delivery date in the U.K.

### Owner's Responsibilities

#### All warranties except the Corrosion Protection Limited Warranty

It is the owner's responsibility to follow the Maintenance Schedule as detailed in the Drivers Handbook (S-TYPE and X-TYPE models) or Vehicle Care Guide (XJ6 and XK8 models) and this Passport To Service. Jaguar vehicles should have their first scheduled maintenance at 10,000 miles (16,000 kilometers) or 12 months from the date of delivery, whichever occurs first. Subsequent maintenance must be carried out at intervals not to exceed 12 months or 10,000 miles, whichever occurs first.

**NOTE:** 2002 Model Year Jaguar vehicles registered in the U.S.A. and Puerto Rico include the first four scheduled maintenance services (10,000, 20,000, 30,000 and 40,000 miles). If the maintenance service is performed by an authorized Jaguar dealer, there is no charge to the customer.

The owner must maintain a record of when and where each scheduled maintenance service was performed. The date and mileage should be recorded in the Maintenance Service Record section of this handbook (pages 28–29). Jaguar Cars may request proof that the required scheduled maintenance service has been performed at the correct time.

Scheduled maintenance may be performed by any service agency that is in the business of servicing this type of vehicle. The vehicle owner may also perform the maintenance; however, he may be required to show that the proper parts were used and that he was able to perform the maintenance correctly. Improper maintenance performed by anyone other than a Jaguar dealer that results in repair costs during the warranty period are the responsibility of the vehicle owner. The first four scheduled maintenance services (10,000, 20,000, 30,000 and 40,000 miles) are included at no charge to the customer only if the service work is performed by an authorized Jaguar dealer.

The instructions in the Drivers Handbook (S-TYPE and X-TYPE models) or Vehicle Care Guide (XJ6 and XK8 models) and this Passport To Service specify that certain service parts are to be replaced at recommended intervals. These replacement parts are not covered by any Vehicle Emission Warranty at any time unless the service part is shown to be defective during the warranty period.

It is the owner's responsibility to use premium unleaded gasoline only as specified in the Drivers Handbook (S-TYPE and X-TYPE models) or Vehicle Care Guide (XJ6 and XK8 models). The use of leaded or alternative fuels could adversely affect the emission control system causing the vehicle to fail an emission test. Subsequent repairs are the responsibility of the owner. Consult your local Jaguar dealer as to when alternative fuel blends may be used, and the limitations involved.

All receipts covering maintenance work, and the Maintenance Record, should be transferred to the new owner if the vehicle is sold.

W  
Ne  
Or  
an  
W:  
de:  
a d  
ist  
to  
the  
ma  
pla  
tive  
api  
mu  
bu  
  
Co  
Or  
ot

### Who May Perform Warranty Work

#### New Vehicle Limited Warranty

Only authorized Jaguar dealers may perform repairs, adjustment and replacement of parts under the Jaguar New Vehicle Limited Warranty. In an emergency situation when no authorized Jaguar dealer is available and it is not possible to get the vehicle to such a dealer, necessary repairs effected by any available service establishment may be covered by the warranty. The owner is entitled to reimbursement for emergency repairs to items covered under this warranty, but the reimbursement is not to exceed the manufacturer's suggested retail price for all warranted parts replaced, labor charges based on the manufacturer's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and paid invoices must be presented at a Jaguar dealership as a condition of reimbursement for emergency repairs not performed at a Jaguar dealer.

#### Corrosion Protection Limited Warranty

Only authorized Jaguar dealers may perform repairs and replacement of parts under the Jaguar Corrosion Protection Limited Warranty.

#### Emission System Warranties

Repair to, or replacement of, any emission control system part found to be defective and covered by a Jaguar warranty will be performed by the Jaguar authorized dealer at his place of business at no charge to the owner for labor (including diagnosis) and parts.

The owner may elect to have maintenance, replacement, or repair of the emission control system performed by any automobile repair establishment or individual. The owner may elect to use parts other than Jaguar-approved service or remanufactured parts without invalidating this warranty; however, the cost of such service and parts will not be covered under the warranty.

While it is preferable that emission control system maintenance and repair work be performed by a Jaguar dealer, the validity of Jaguar emission warranties does not depend on it. Maintenance, replacement, or repair of emission control devices and systems may be performed by any automotive repair establishment or individual, using a certified part. Furthermore, the validity of the warranty does not depend on the use of any particular brand of replacement parts.

## 18 Warranties: Guidelines Applicable to Warranties

---

### Replacement Emission Parts

The Jaguar emission control system was designed, built, tested and certified using genuine Jaguar parts, and the vehicle is certified by the manufacturer as being in conformity with Environmental Protection Agency and/or California Air Resources Board emission control regulations. It is recommended that any replacement parts used for maintenance, repair or replacement be Jaguar-approved service or remanufactured parts.

The use of replacement parts that are not of equivalent quality may impair the effectiveness of the emission control system. An owner using such parts should make sure that they are warranted by the manufacturer to be equivalent to genuine Jaguar parts in performance and durability.

The use of non-Jaguar-approved parts does not automatically invalidate the warranty. However, such parts are not covered under the warranty unless the non-Jaguar part is damaged by a Jaguar-approved service or remanufactured part.

### Conditions for Acceptance of Emission Warranty Liability

Jaguar Cars will not deny warranty liability resulting from

- Properly installed, certified parts used in maintenance or repairs
- Any cause attributable to the manufacturer
- Warranty or pre-delivery work performed by the selling dealer (or by any other authorized service facility)

Nor will Jaguar Cars deny such coverage because of work performed in an emergency situation to rectify an unsafe condition (including an unsafe driveability condition) attributable to the manufacturer if the owner has taken timely steps to put the vehicle back in performing condition.

Jaguar Cars will not reject any claim because of the use of an uncertified or unapproved part, or for noncompliance with any maintenance instruction, unless this action has caused the vehicle to fail to comply with emission standards.

### Warranty Coverage for Altered or Converted Vehicles

All Jaguar vehicles incorporating alterations or conversions (examples: convertibles, limousines) outside of Jaguar authorized programs will continue to carry the Jaguar Cars warranty only on those areas of the vehicle that are not affected by the alteration or conversion.

### How

#### New Corr

To obtain replacement vehicle repair warranty reimbursement from Jaguar

#### Fede

A warranty claim may require the vehicle to be taken to a Jaguar authorized service facility for inspection and repair.

### How to Obtain Warranty Repairs

#### New Vehicle Limited Warranty, Corrosion Protection Limited Warranty

To obtain repairs, replacements, service adjustments or wear parts replacement under your limited warranty, you must present your vehicle to an authorized Jaguar dealer (unless it is an "emergency repair" as defined in this handbook) within the applicable warranty period and request the warranty service you would like to receive. When making warranty repairs, the dealer will use genuine Jaguar parts or remanufactured parts that are authorized by Jaguar Cars.

#### Federal Emission System Warranties

A warranty claim made under either the Emissions Defect Warranty or the Emissions Performance Warranty may be submitted by bringing the Jaguar vehicle to any authorized Jaguar dealer or to any facility authorized by Jaguar Cars to perform such work or service. If the emission warranty claim is accepted, it will be the obligation of Jaguar Cars to make all adjustments, repairs or replacements needed to ensure that the vehicle complies with applicable Environmental Protection Agency (EPA) emission standards, and that the vehicle will continue to comply and operate safely throughout the warranty period (provided the Jaguar vehicle is properly maintained and operated). The warranty work required will be performed at the expense of Jaguar Cars only if the repairs are performed by an authorized Jaguar dealer or by any facility authorized by Jaguar Cars to perform such work or service.

Most Jaguar dealers will be able to inform owners promptly as to whether a claim under either vehicle emission warranty is covered. If the dealer informs the owner that an emission warranty claim is not covered, the claim will be sent to Jaguar Cars for a final determination. Jaguar Cars must render a final decision within 30 days of the date the vehicle was presented to an authorized Jaguar dealer or facility for emission related repair, or within the time period set by local, state or federal law for vehicle repairs to be completed without incurring further penalties or sanctions, whichever period is shorter. However, this time period may be extended if the owner requests a delay, or if an event occurs that is not attributable to Jaguar Cars or to the authorized repair facility. If Jaguar Cars agrees that the claim is not valid, a written explanation of the reasons why the claim is being denied will be provided.

If, under the Emissions Performance Warranty only, a final determination is not received during the required time period, and the failure is not attributable to the owner / operator or to events that are beyond the control of the repair facility and Jaguar Cars, Jaguar Cars will be responsible for repairing the Jaguar vehicle's emission system free of charge. Similarly, if, under the Emissions Performance Warranty only, the authorized repair facility is unable (for reasons not attributable to the owner / operator or to events that are beyond the control of the repair facility and Jaguar Cars) to repair the Jaguar vehicle within the required time period, the owner shall be entitled to have the warranty remedy performed at the expense of Jaguar Cars by any repair facility of the owner's choosing.



## 20 Warranties: Obtaining Warranty Repairs

---

### How to Obtain Warranty Repairs

#### Federal Emission System Warranties (continued)

If the Jaguar vehicle must be tested or other procedures must be performed to determine that the emission claim is valid, Jaguar Cars must pay those expenses. However, if it is determined that there is reason to reject the claim, these expenses are the responsibility of the vehicle owner.

Further information concerning the vehicle emission warranties may be obtained by contacting the Jaguar Cars Customer Relationship Center. Refer to page 22 for the address and telephone number. Information may also be obtained and violations of warranty terms may be reported by contacting the EPA.

Director, Vehicle Program and Compliance Division (6405)  
Environmental Protection Agency  
401 M Street S.W.  
Washington, DC 20460

#### California Emission System Warranties

A warranty claim made under either the Emissions Defect Warranty or the Emissions Performance Warranty may be submitted by bringing the Jaguar vehicle to any authorized Jaguar dealer or to any facility authorized by Jaguar Cars to perform such work or service. If the emission warranty claim is accepted, it will be the obligation of Jaguar Cars to make all adjustments, repairs or replacements needed to ensure that the vehicle complies with applicable California Air Resources Board (CARB) and Environmental Protection Agency (EPA) emission standards, and that the vehicle will continue to comply and operate safely throughout the warranty period (provided the Jaguar vehicle is properly maintained and operated). The warranty work required will be performed at the expense of Jaguar Cars only if the repairs are performed by an authorized Jaguar dealer or by any facility authorized by Jaguar Cars to perform such work or service.

#### California Smog Check test

If a Jaguar vehicle fails a Smog Check test, the vehicle should be taken to an authorized Jaguar dealer for rectification and warranty claim submission. A copy of the failed Smog Check test printout must be presented to the dealer when the vehicle is delivered. At the option of the vehicle owner, the diagnosis of the failure can be made by the Jaguar dealer and the repairs performed by another authorized repair facility.

Most  
wheth  
If the  
not ex  
minab  
of the  
or fac  
by loc  
witho  
is shor  
requer  
Jaguar  
that th  
the cl  
If, and  
minat  
failure  
are be  
uar Ca  
sion's  
Perfor  
(for re  
that a  
to rep  
owner  
at the  
choos

## Warranties: Obtaining Warranty Repairs 21

Most Jaguar dealers will be able to inform owners promptly as to whether a claim under either vehicle emission warranty is covered. If the dealer informs the owner that an emission warranty claim is not covered, the claim will be sent to Jaguar Cars for a final determination. Jaguar Cars must render a final decision within 30 days of the date the vehicle was presented to an authorized Jaguar dealer or facility for emission related repair, or within the time period set by local, state or federal law for vehicle repairs to be completed without incurring further penalties or sanctions, whichever period is shorter. However, this time period may be extended if the owner requests a delay, or if an event occurs that is not attributable to Jaguar Cars or to the authorized repair facility. If Jaguar Cars agrees that the claim is not valid, a written explanation of the reasons why the claim is being denied will be provided.

If, under the Emissions Performance Warranty only, a final determination is not received during the required time period, and the failure is not attributable to the owner / operator or to events that are beyond the control of the repair facility and Jaguar Cars, Jaguar Cars will be responsible for repairing the Jaguar vehicle's emission system free of charge. Similarly, if, under the Emissions Performance Warranty only, the authorized repair facility is unable (for reasons not attributable to the owner / operator or to events that are beyond the control of the repair facility and Jaguar Cars) to repair the Jaguar vehicle within the required time period, the owner shall be entitled to have the warranty remedy performed at the expense of Jaguar Cars by any repair facility of the owner's choosing.

If the Jaguar vehicle must be tested, or other procedures must be performed to determine that the emission claim is valid, Jaguar Cars must pay those expenses. However, if it is determined that there is reason to reject the claim, these expenses are the responsibility of the vehicle owner.

Further information concerning the vehicle emission warranties may be obtained by contacting the Jaguar Cars Customer Relationship Center. Refer to page 22 for the address and telephone number. Information may also be obtained and violations of warranty terms may be reported by contacting the EPA and/or CARB.

Director, Vehicle Program and Compliance Division (6405)  
Environmental Protection Agency  
401 M Street S.W.  
Washington, DC 20460

State of California Air Resources Board  
Mobile Source Division  
9480 Telstar Ave., Suite 4  
El Monte, CA 91731  
1-626-575-6800

## 22 Customer Assistance: Customer Relationship Center

### Customer Relationship Center

If you are dissatisfied with warranty repairs performed on your jaguar, the following steps should be taken to address your concerns.

- Discuss your concern with the dealer's Service Manager and, if necessary, the owner or General Manager of the dealership.
- If the dealer cannot resolve the concern to your satisfaction, you may contact the jaguar Customer Relationship Center at the following address and telephone number:

Jaguar Cars  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, New Jersey 07430-2327  
1-800-4 JAGUAR (1-800-452-4827), ext. #3  
Monday - Friday, 8:30 am - 7:00 pm EST

When contacting Jaguar Cars by telephone, a Customer Relationship Representative will answer your call and help to resolve your concern. Customer Relationship Representatives are available Monday through Friday between the hours of 8:30 am and 7:00 pm, EST.

In order to expedite resolution of your concern, please provide the Customer Relationship Representative with the following information:

- The model and model year (year of manufacture) of your jaguar
- The Vehicle Identification Number (VIN) - located on a plate at the bottom left corner of the windshield, also shown on your vehicle's registration and insurance cards
- Approximate mileage
- The vehicle's date of sale
- The selling dealer's name and address
- The servicing dealer's name and address (if different from selling dealer)
- Brief details of the concern

### State sponsored arbitration programs

Jaguar Cars does not participate in an independent arbitration program, but it does participate in state-sponsored arbitration programs where they are available and required by law. These dispute settlement mechanisms are essentially third party mediation panels comprised of consumers and/or industry members.

The arbitration programs are established and operated by state agencies. The state agency responsible for administering the program in your state should be contacted for further information.

Ar  
At  
Au  
N  
Bu  
al  
Ce  
m  
th  
  
St  
Le  
a  
Th  
all  
Ca  
co  
af  
pu  
lay  
att  
ter

## Customer Assistance: Reporting Safety Defects 23

### Arbitration programs

ALTOCAP (Automotive Consumer Protection Program) and Autoline are national arbitration programs sponsored by the National Automotive Dealers Association and the Better Business Bureau respectively. Jaguar Cars subscribes to AUTOCAP nationally and to Autoline in the states of Kentucky and Minnesota. Consumers may contact AUTOCAP through their state's Department of Motor Vehicles, or Autoline (in Kentucky and Minnesota) through the Better Business Bureau.

### State replacement / refund statutes ("Lemon Law" rights)

Lemon laws permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of the laws vary from state to state. To the extent allowed by state law, it is required that you first provide Jaguar Cars with written notification of any defects or nonconformities covered by state laws. In most states, Jaguar Cars has the right to a final attempt to correct the warranty nonconformity before you pursue the remedies provided by the laws. Even if your state's law does not require such a written notice, it may be helpful in attempting to resolve any concerns about your vehicle. Your written notification should be sent to the address on page 22.

### Reporting Safety Defects (U.S. only)

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Jaguar Cars.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Jaguar Cars.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-800-424-9393 (or 366-0123 in the Washington, D.C. area) or write to

National Highway Traffic Safety Administration  
U.S. Department of Transportation  
400 7th Street S.W.  
Washington, DC 20590

You can also obtain other information about motor vehicle safety from the Hotline.

## 24 Jaguar Roadside Assistance Plan

### Jaguar Roadside Assistance Plan

In the event of a vehicle disablement during vehicle operation, caused by a defect covered under the Jaguar New Vehicle Limited Warranty, the Jaguar Roadside Assistance Plan will provide Jaguar vehicle owners/operators, at no cost, with emergency roadside assistance and, in certain instances, limited and reasonable trip interruption / emergency travel expense (ETE) benefits. The plan also provides free assistance for inconveniences including: flat tires, dead batteries, accidental lock-out and running out of fuel.

The Jaguar Roadside Assistance Plan benefits provide for the transportation of a disabled Jaguar vehicle to the Jaguar dealer nearest the disablement site. Should the disablement occur 50 or more miles from the Jaguar owner/operator's primary residence, the owner/operator is entitled to limited and reasonable trip interruption / ETE benefits. ETE benefits include reimbursement of reasonable costs for lodging, meals and alternative transportation when the vehicle has been disabled (as a result of a defect covered under the Jaguar New Vehicle Limited Warranty) prior to reaching the trip destination. If necessary, trip interruption / ETE benefits also provide for reuniting the owner/operator with the vehicle after completion of repairs.

The term of the Jaguar Roadside Assistance Plan runs concurrent with the Jaguar New Vehicle Limited Warranty.

The plan does not cover the following:

- Jaguar rental fleet vehicles
- Disablements caused by accident, vandalism, racing, or abuse
- Additional costs incurred for towing to a Jaguar dealer other than the Jaguar dealer closest to the disablement site

Expenses for such items as entertainment, recreation, and non-essential goods and services are excluded from trip interruption benefits.

Ho  
You  
Ass  
tan

f  
pre

The  
the  
me

### How does the plan work?

Your vehicle information package contains a Jaguar Roadside Assistance Plan identification card. The national toll-free assistance telephone number is shown on the card.

If your Jaguar vehicle becomes disabled while in operation, proceed as follows:

- Have the Jaguar Roadside Assistance Plan identification card handy.
- Call the toll-free telephone number, which is active 24 hours a day.

#### **1-800-4 JAGUAR (1-800-452-4827) Option #1**

- Provide the Roadside Assistance representative with your name, the vehicle identification number (VIN), the vehicle location, and a telephone number where you can be reached. The VIN appears on the identification card and on the plate located at the bottom left of the vehicle windshield.

The Roadside Assistance representative will work with you to find the best solution to the problem. If it is safe to do so, it is recommended that you remain with the vehicle until assistance arrives.

## 26 2002 MY Vehicle Maintenance Schedule

All Models

2

Service	Miles x 1,000:	10*	20*	30*	40*	50	60	70	80	90	100	Se
Check / top up brake fluid level		X	X	X	X	X	X	X	X	X	X	Re
Check / top up power assisted steering fluid level		X	X	X	X	X	X	X	X	X	X	Re
Check / top up windshield washer fluid level		X	X	X	X	X	X	X	X	X	X	Re
Check / top up battery electrolyte level		X	X	X	X	X	X	X	X	X	X	Re
Check drive belt tension wear indicator(s): replace belt(s) if necessary		X	X	X	X	X	X	X	X	X		In
Visually check under hood and under body for any fluid leaks		X	X	X	X	X	X	X	X	X	X	Re
Replace air filter element – Normally Aspirated				X			X			X		Re
Replace air filter element – Supercharged			X		X		X		X		X	Re
Replace fuel filter (all models except X-TYPE)							X					Re
Replace fuel filter (X-TYPE only)								X				Re
Replace brake fluid												Ch
Replace engine coolant												Ch
Replace spark plugs – Normally Aspirated											X	Co
Replace spark plugs – Supercharged							X					Co

\* 2002 Model Year Jaguar vehicles registered in the U.S.A. and Puerto Rico include the first four scheduled maintenance services (0,000, 20,000, 30,000 and 40,000 miles). If the maintenance service is performed by an authorized Jaguar dealer, there is no charge to the customer.

## 2002 MY Vehicle Maintenance Schedule

All Models 27

Service	Miles x 1,000-	10*	20*	30*	40*	50	60	70	80	90	100
Replace accessory drive belt											X
Replace rear drive belt (X-TYPE only)								X			
Replace Supercharger drive belt					X				X		
Replace engine oil, oil filter and sump washer		X	X	X	X	X	X	X	X	X	X
Inspect brake pads for wear check rotor condition on pad change		X	X	X	X	X	X	X	X	X	X
Replace windshield wiper blade rubber inserts (all models except X-TYPE)		X	X	X		X	X	X		X	X
Replace windshield wiper blades (all models except X-TYPE)					X				X		
Replace pollen filter (S-TYPE only)		X	X	X	X	X	X	X	X	X	X
Replace pollen filter (X-TYPE only)			X		X		X		X		X
Check tire pressure, tread depth and general condition check for signs of uneven wear; check that tires are correct size and type (check should include spare tire)		X	X	X	X	X	X	X	X	X	X
Conduct road test		X	X	X	X	X	X	X	X	X	X

Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar Cars recommends that the maintenance procedures scheduled at 10,000-mile intervals be performed at intervals not to exceed 6 months.



## 28 Maintenance Service Record

### Record of Dealer Service

The undersigned dealer certifies that on the date listed this vehicle was serviced as per the maintenance schedule, and any conditions covered by a Jaguar warranty were repaired.

- \* 2002 Model Year Jaguar vehicles registered in the U.S.A. and Puerto Rico include the first four scheduled maintenance services (10,000, 20,000, 30,000 and 40,000 miles). If the maintenance service is performed by an authorized Jaguar dealer, there is no charge to the customer.

<input type="checkbox"/> 10,000 miles *	<input type="checkbox"/> 20,000 miles *	<input type="checkbox"/> 30,000 miles *
Date _____ Mileage _____ Dealer Stamp _____	Date _____ Mileage _____ Dealer Stamp _____	Date _____ Mileage _____ Dealer Stamp _____
<input type="checkbox"/> 40,000 miles *	<input type="checkbox"/> 50,000 miles	<input type="checkbox"/> 60,000 miles
Date _____ Mileage _____ Dealer Stamp _____	Date _____ Mileage _____ Dealer Stamp _____	Date _____ Mileage _____ Dealer Stamp _____

<input type="checkbox"/> 70,000 miles	<input type="checkbox"/> 80,000 miles	<input type="checkbox"/> 90,000 miles
Date _____ Mileage _____ Dealer Stamp	Date _____ Mileage _____ Dealer Stamp	Date _____ Mileage _____ Dealer Stamp
<input type="checkbox"/> 100,000 miles	<input type="checkbox"/> 110,000 miles	<input type="checkbox"/> 120,000 miles
Date _____ Mileage _____ Dealer Stamp	Date _____ Mileage _____ Dealer Stamp	Date _____ Mileage _____ Dealer Stamp
<input type="checkbox"/> 130,000 miles	<input type="checkbox"/> 140,000 miles	<input type="checkbox"/> 150,000 miles
Date _____ Mileage _____ Dealer Stamp	Date _____ Mileage _____ Dealer Stamp	Date _____ Mileage _____ Dealer Stamp

## 30 Car Clubs

---

### Jaguar Clubs of North America

The Jaguar Clubs of North America (JCNA), founded on January 16, 1958, exists to promote and encourage a spirit of mutual interest and assistance among owners of Jaguar automobiles. JCNA assists in the formation of local Jaguar owner's clubs and charters these groups to provide a means for the exchange of information concerning Jaguar automobiles. JCNA also publishes periodic bulletins and magazines containing material of interest to members.

JCNA sponsors Championship competitions for members in *concours d'elegance*, road rallies and slaloms, and encourages affiliate clubs to take part in these activities. Local clubs also hold social meetings, tours and other events.

JCNA dues include a subscription to the JAGUAR JOURNAL, a bi-monthly magazine containing articles of interest to all Jaguar owners. The JOURNAL covers Jaguar company, product and racing news, technical data, club activity information, and feature articles of general interest with a Jaguar focus.

To receive JCNA information and a list of local clubs, visit the website at [www.JCNA.com](http://www.JCNA.com), call 1-888-CLUBJAG or complete and mail the post card found at the end of this book. To receive a sample copy of the JAGUAR JOURNAL, send the completed card and a check or money order for \$5.00, or your Visa / MasterCard number with your signature and expiration date, in an envelope to the address on the post card.







**Vehicle Registration / Owner Information Change Card**

USE THIS CARD FOR CHANGES IN NAME, ADDRESS OR OWNERSHIP

Vehicle in Warranty? ☐ Yes ☐ No

Change in Ownership, Name or Address:

Make	Model	Year
------	-------	------

Owner's Name \_\_\_\_\_

[illegible]

Address \_\_\_\_\_

Vehicle Identification Number (VIN)  
 \*Found on page 7 of this booklet in an a plate at the base of the  
 left-hand windshield of your vehicle

City	State	Zip
------	-------	-----

Engine Number \_\_\_\_\_  
 கீழ்க்கண்ட டிரைவரின் பெயர் மற்றும் என்ஜின் நம்பர் (என்ஜின் எண்) இடப்பெற வேண்டும்.

Date of Purchase	Mileage
------------------	---------

Owner's Signature \_\_\_\_\_

Original Owner's Name

Original Selling Dealer Name	Dealer No
------------------------------	-----------

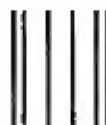
Original Selling Dealer Address

Delivery Date \_\_\_\_\_

Original Owner's Signature \_\_\_\_\_

PLEASE DETACH AT PERFORATION AND MAIL THIS CARD

This card should be used to notify Jaguar Cars in the event that the vehicle is transferred to a new owner or the current owner's name or address should change. It is important that this information be maintained by Jaguar Cars to permit communication if it becomes necessary to contact the owner.



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 903 FARMINGTON, MI

POSTAGE WILL BE PAID BY ADDRESSEE

**JAGUAR CARS**

PO BOX 2909

FARMINGTON HILLS MI 48333-9947



JAGUAR Owner's Clubs are located throughout the U.S.A., Canada and Mexico. Membership is open to any JAGUAR car owner. To receive information on JCNA and a list of local JCNA clubs, visit the website at [www.JCNA.com](http://www.JCNA.com), call 1-888-CLUBJAG or complete the information below, then detach and mail this card.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Country \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

What Jaguar do you own? \_\_\_\_\_

The JAGUAR JOURNAL is published six times a year for members of JCNA. A subscription is included with membership in a local JCNA Club. To receive a sample copy of the JAGUAR JOURNAL, send the information above and \$5.00 (or Visa or MasterCard number, expiration date and signature, on a separate sheet) in a sealed envelope to the address below:

Jaguar Clubs of North America  
Membership Dept.  
555 MacArthur Boulevard  
Mahwah, New Jersey 07430-9890

PLEASE DETACH AT PERFORATION AND MAIL THIS CARD.

Use this card to receive Jaguar Clubs of North America information. Refer to page 32 for more information.





NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 303 MAHWAH, NJ

POSTAGE WILL BE PAID BY ADDRESSEE

JAGUAR CLUBS OF  
NORTH AMERICA  
MEMBERSHIP DEPARTMENT  
555 MACARTHUR BOULEVARD  
MAHWAH NEW JERSEY 07430-9890



JJM 18 11 99/20

Published by Jaguar Cars